

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
August 27, 2003 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Bill Gardam-Human Services, Bev Schmeling-Public Safety, Roger Stirler-Education, Ron Pothast-Civil Rights, Karen Sinclair-Treasurer, Bill Snyder-Judicial (by phone), Lance Noe-Drake
Member's Absent:	Cindy Morton-Revenue, Dean Learner-Inspections & Appeals, Penny Westfall-Law Enforcement Academy
Other Attendees:	Nancy Berggren-DAS-HRE, Mollie Anderson-DAS-Central, Daryl Frey-DAS-HRE, MaryAnn Hills-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning-Inspections & Appeals, Denise Strum-DAS-Central, Joanne Anderson-DAS-Central, Paul Carlson-DAS-Central, Dave Heuton-Public Safety, Cindy Fardal-Revenue
Opening Remarks:	<ol style="list-style-type: none"> 1. Chairperson Nancy Richardson called the meeting to order and asked for participant introductions. 2. John Craig, Vice-Chair, made the motion to approve the minutes from the August 13, 2003 meeting and Lance Noe 2nd the motion. 3. The motion carried and the minutes were approved.
By-laws:	<ol style="list-style-type: none"> 1. The Customer Council finalized the by-laws. 2. Bill Gardam made a motion that the by-laws be approved and John Craig 2nd the motion. 3. The motion carried and the by-laws were approved.
Data:	<ol style="list-style-type: none"> 1. Nancy Berggren explained the packet of information that was given to HRE Customer Council members. She handed out three pieces of data: <ul style="list-style-type: none"> • HRE Steps in Major Functions • HRE services by Department • HRE Services by Merit or Contract status
Charter Agencies:	<ol style="list-style-type: none"> 1. Mollie Anderson, Director of DAS discussed Charter Agencies: <ul style="list-style-type: none"> • Charter Agencies must use utility services • Charter Agencies are being given flexibility so they can meet customer needs 2. Paul Carlson also discussed Charter Agencies. 3. Paul distributed material: <ul style="list-style-type: none"> • Titled "Charter Agency Benefits and Flexibilities". This document lists the flexibilities Charter Agencies may use. • There is a meeting is scheduled between AFSCME, DAS, and Public Strategies to discuss Charter Agencies on September 2, 2003. • On September 4, 2003, there will be a Charter Agency Director Kickoff. • There is much work to be done on Charter Agencies. Not all charter agreements have been signed. • HRE will keep the Customer Council updated on how Charter Agencies may affect utilities.

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
August 27, 2003 at 1:30 p.m.**

Finance:	<ol style="list-style-type: none"> 1. Denise Sturm gave an overview of the HRE FY05 projected expenses by lines of service. She also handed out the FY05 Projected Expenses. 2. Denise will work with HRE in researching how other organizations charge human resource expenses.
Closing:	<ol style="list-style-type: none"> 1. The Council members will contact Management Liaisons from the small, medium and large agencies that they represent. Nancy Berggren will send a memo to Management Liaisons with a list of Customer Council Members. 2. The Council agreed that the meetings would be held on the 2nd and 4th Wednesday of every month until November. Although meetings will be scheduled from 1:30-3:30, when necessary, meetings may go longer. When possible Council members should keep their calendars free to accommodate these expanded meetings. 3. Motion was made by Roger Stirler-Education and seconded by Ron Pothast-Civil Rights to write a letter from the HRE Customer Council encouraging memo billing for FY05 and rates established and charged in FY06. The motion carried. Nancy Richardson, Chair will draft a letter on this issue to Mollie Anderson on the Council's behalf and circulate it for members input and approval. 4. The Council decided that the steps to be used in setting rates are as follows: <ul style="list-style-type: none"> • Understand and define HRE services • Determine if/how services should be bundled (major categories of services) • Explore pricing and rate-setting methodologies and develop method to be used • Understand current and historical financial data related to the defined services
Topics for next meeting:	<ul style="list-style-type: none"> • Research from other organizations on rate setting. • Discussion of HRE services and other steps (Bundling-allocation as time permits).
Next meeting:	September 10, 2003 at the Grimes North Conference room at 1:30 p.m.
Meeting Adjourned:	The meeting was adjourned at 3:30 p.m. on 08-27-03.